

NIGERIA GOVERNOR'S FORUM



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Blantyre City Council

“*Taking the City back to the people*”

Presentation

on

Blantyre City Council - Revenue Management System (RMS) Case Study



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PRESENTATION OUTLINE

- Part I Brief on Blantyre City Council
- Part II Vision, Mission and Values
- Part III Revenue mobilization
- Part IV Challenges in revenue mobilization
- Part V Need for a revenue management System
- Part VI Scope of revenue management system
- Part VII Benefits of RMS
- Part VIII Pipeline strategies



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Part I – BRIEF ON BLANTYRE CITY COUNCIL (BCC)

- Blantyre City is the oldest urban centre in Malawi and Southern Africa
- Founded by missionaries of the Established Church of Scotland in 1876 and named after the birthplace of David Livingstone, in Scotland
- In 1883 Blantyre gained the status of a British consular and by 1895, it had become a municipality



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BRIEF ON BCC (cont'd)

- In 1956, Blantyre was merged with the rapidly growing town of Limbe.
- Although each of them has maintained its individuality, today both towns form a unit, with their centres lying about 6km apart.
- It is the second largest city in Malawi out of the four cities
- The population as of 2018 population census is approximately 900 000



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Part II – MISSION, VISION AND VALUES

Vision: To be a City of choice in the SADC Region with a conducive environment where people shall take ownership, live, do business and prosper

Mission: Provide environmentally friendly, high quality, efficient and effective demand driven municipal services in partnership with the individual and corporate residents to attain better quality lives for all in the City



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MISSION, VISION AND VALUES (cont'd)

Values

- Accountability and transparency
- Zero tolerance on corruption
- Professionalism
- Local participation
- Team work
- Customer care oriented
- Gender sensitivity



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Part III - REVENUE MOBILISATION

BCC's revenue sources include:

- i. Central Government transfers - ring fenced (i.e. CDF, IDF, sector funds and infrastructure development funds) - 20%
- ii. Locally Generated Revenues (LGR i.e. property rates, business licences, car parking fees, market fees, commercial ventures) – 80%



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Part IV – Challenges in Revenue mobilization (Pre – RMS period)

- Manual revenue collection leading to significant revenue loss through pilferage
- No real time monitoring of how much revenue has been collected
- Incomplete (lack of) records of all taxable revenue sources
- Management challenges in the collection of revenue (relied mainly on management by walking around)



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Part V - NEED FOR A REVENUE MANAGEMENT SYSTEM

- Minimize revenue loss through manual collection
- Eliminate data inconsistency
- Real time reporting
- Increased and improved monitoring of revenue mobilisation process
- Have one central source of taxpayers data which can be accessed anywhere



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Part VI – SCOPE OF REVENUE MANAGEMENT SYSTEM (RMS)

- Point of sale receipting using Point of Sale Devices (POSDs)
- Over the Counter cash payments (Agency Collection)
- Mobile Money Collection and Integration with bank deposits
- SMS and email Gateway for alerts and reminders



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SCOPE OF RMS (cont'd)

- Citizen Portal for self service
- Configuration and setup of the Finance Bill
- Secure login access- can also be extended to biometric level
- Highly Configurable and easy to use interface
- Revenue forecasting and analysis of collections
 - District /constituency/ward/village level
- Robust extendable reporting capabilities
- Ability to export reports to word/pdf/excel



SCOPE OF RMS (cont'd)

- Revenue Analysis application for executives and management
- Business intelligence



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Part VII – BENEFITS OF RMS

- Reduced revenue collection leakages (revenue from about USD4 700 000 before RMS to USD6 300 000)
- Real time reporting on revenue collected
- Easy tracking of tax payers data and revenue information
- Discipline among the revenue collectors



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BENEFITS OF RMS (cont'd)

- Easy monitoring of market operations through the usage of POS device
- Transparency on revenue collected



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THANK YOU

Q & A



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